

ANNUAL PERFORMANCE REPORT (APR)

PART C

Federal Fiscal Year (FFY) 2010 – 2011



Part C State Annual

Performance Report (APR) for 2010 – 2011

Overview of the Annual Performance Report Development: The Florida Department of Health, Children's Medical Services, Early Steps State Office (ESSO), as the lead agency for implementation of the Individuals with Disabilities Education Act (IDEA), Part C, developed the Annual Performance Report (APR) in consultation with the Early Steps Continuous Improvement Workgroup. This workgroup is comprised of stakeholders representing families, providers, local Early Steps Directors, members of the Florida Interagency Coordinating Council for Infants and Toddlers (FICCIT), the Florida Department of Education (DOE), and the Early Steps Family Data Center. Representatives from the Office of Special Education Programs (OSEP), National Early Childhood Technical Assistance Center (NECTAC), the Southeast Regional Resource Center (SERRC), and the Data Accountability Center (DAC) also provided consultation in the development of the APR.

In this document, the Florida Department of Health, Children's Medical Services, Early Steps State Office, as the lead agency for implementation of IDEA, Part C, will be referred to as the "lead agency". In order to ensure services are provided to eligible infants and toddlers and their families in accordance with IDEA, the lead agency enters into contract with fifteen local entities. In this document, these local entities will be referenced as "local ES" or "LESS" or if singular, an "LES".

Data reported to OSEP through its contracted entity, the Data Accountability Center/WESTAT, in accordance with Public Law 108-446, Section 618, will be referenced in this document as "618 data".

In this APR, Service Coordinators will be differentiated from other providers of services to eligible children. Therefore, reference will be made to "Service Coordinators", while those individuals who provide other early intervention services will be referred to as "providers". Providers include those individuals directly employed by the LES as well as by community agencies.

Through contract with the lead agency, each LES assumes responsibility for ensuring that services are provided in accordance with IDEA in a designated geographic area. Each LES employs Service Coordinators, Family Resource Specialists, and other staff to ensure eligible infants and toddlers and their families have access to Part C services. Most Service Coordinators work under the direct employment of the LES. The remainder of the workforce necessary to provide early intervention services to eligible infants and toddlers is derived from early interventionists employed by the LES, or more frequently, through a network of individuals or agencies that have a written agreement with the LES to deliver services. A national shortage of pediatric therapists, relatively low reimbursement fees for service provision, increased costs associated with delivering services in natural environments and resistance to the implementation of the Team-Based Primary Service Provider (TBPSP) approach have inhibited LESSs from recruiting and maintaining sufficient practitioners into the provider pool to serve the increasing referrals. ESSO issued an Invitation To Negotiate competitive procurement process in January 2011, in preparation for the new contract cycle beginning July 1, 2011. This competition placed increased emphasis and **accountability for implementation of the TBPSP approach** and this action, although necessary to move Florida's Early Steps system forward, may have unintentionally exacerbated the **provider availability** problem.

The Florida **Medicaid** system has continued to transition to managed care. This has significantly reduced benefit coverage for Individualized Family Support Plan (IFSP) services, most notably therapy services. Medicaid Health Maintenance Organization (HMO) provider panels are closed in many areas of the state and panel members are primarily outpatient rehabilitation and hospital-affiliated clinic-based providers. In order to comply with IDEA's natural environment mandate, LESSs have had to use more Part C funds as payer of last resort for an increasing number of therapy services for Medicaid recipients, which has created a burden to Early Steps resources. In addition, the Agency for Health Care Administration piloted a post-payment audit process beginning in January 2011, for claims payment going back to 2006, which resulted in significant pay back demands for

therapy services that had been paid erroneously by the Medicaid fiscal agent. This payback demand resulted in some therapy providers withdrawing from Medicaid and Early Steps program participation, thus further limiting the provider pool.

The Florida Developmental Disabilities Council sponsored an investigative project to develop a strategic plan for the sustainability of the Early Steps Program in the fall of 2009. The need for this project was identified based on growing concern that the fiscal resources available to support the Early Steps Program were becoming increasingly insufficient to meet the financial needs of the program. The Ounce of Prevention Fund of Florida was awarded a contract to facilitate the development of a strategic plan for sustainability of the Early Steps Program. The plan was received in January, 2011, and included 40 specific strategies that address four overarching critical factors to successfully meet the challenges of sustainability. These factors include: (1) solidifying existing revenue streams and finding additional revenue streams, (2) improving cost efficiency of program service delivery, (3) increasing the visibility of the program to divergent stakeholders, and (4) improving policies and operations to increase recruitment and retention of quality providers. While not specifically focused toward improvement on State Performance Plan (SPP) indicators, the strategic plan recognizes the insufficient resources available for program viability. The financial instability of the program is an important context for the challenges faced in improving performance on the SPP.

Florida implemented revised policies on July 1, 2010, which included narrowing of eligibility criteria and again on October 1, 2011, requiring annual re-determination of eligibility. These were included in the 40 strategies identified in the above mentioned report and are expected to have impact on performance by reducing the number of children eligible to receive ongoing services. The full impact will not be measured until FFY 2012-2013.

The lead agency used 25% of the allotted American Recovery and Reinvestment Act of 2009 (ARRA) funds to improve performance. ARRA funds were awarded to LESs for **local enhancement projects** that included incentives for retention of existing early intervention providers and recruitment of new early intervention providers. In addition, Provider Recruiter positions for LESs were hired for the period of the ARRA funding. In response to needs assessments of local provider capacity, these positions supported the LESs in recruitment of additional providers to provide services in the natural environment. The lead agency used ARRA funds for **training initiatives** to enhance the capacity of early intervention personnel to more effectively utilize a TBPSP approach. Training initiatives included hands-on coaching of IFSP teams by a cadre of professionals skilled in the TBPSP approach. The impact of these investments has not been as favorable as expected, primarily due to the challenges previously identified. Many projects had completion dates of June 30, 2011, which would not have been in time to demonstrate impact during this reporting period.

A **Service Coordinator Apprenticeship Training** was developed in collaboration with the Florida State University Center for Prevention and Early Intervention Policy to increase proficiency for front line-staff on what elements are necessary to successfully deliver services which engage children in natural learning opportunities that occur in everyday routines, family activities, and community life. The training enables service coordinators to demonstrate competence in building effective alliances with families and facilitate the Individualized Family Support Plan (IFSP) process using a family-centered approach in accordance with federal and state requirements. The core training integrates content from current training resources into systematic, activity-based units that follow the flow of the Service Coordinator Apprenticeship Checklist and Competencies. This apprenticeship training was piloted in one small service area and two large service areas in fall of 2010 and rolled out to full implementation through a Train-the-Trainer series in December 2010. The full impact of this extensive training initiative is not anticipated until FFY 2011-2012.

New requirements pursuant to the 2004 reauthorization of IDEA (development of the State Performance Plan, APR, public reporting, and determinations) have challenged the lead agency to analyze its organizational structure and make necessary changes to ensure sufficient resources are directed toward the state's system of general supervision. A realignment of staff functions in the

Early Steps State Office has placed additional resources toward data management, identification and correction of noncompliance, and performance improvement activities. This realignment of lead agency staff functions was initiated in March 2008, and fully implemented in FFY 2009-2010. This realignment has positively impacted Florida's current performance and improved Florida's **general supervision capacity**.

To assess performance and to identify noncompliance, annual Quality Assurance (**QA**) **monitoring** of each of the LESs is conducted through self-assessment of child records randomly selected by the lead agency. The QA self-assessment information completed by each LES is submitted to the lead agency for review. The lead agency conducts a desk review of the self-assessment information and includes in its analysis a review of other pertinent data to determine consistency among various sources of information, such as prior performance, progress on the Continuous Improvement Plan (CIP), and improvement strategies implemented by the LES. When there is unexplained inconsistency across sources of information, the lead agency requests copies of documentation from child records to verify the self-assessment. If further verification is indicated, an onsite review is conducted to validate the QA monitoring results. In addition, targeted LESs are selected each year to receive technical assistance in the form of a facilitated self-assessment. The facilitated self-assessment is conducted onsite at the LES and provides an opportunity for lead agency staff to mentor LES staff on the correct interpretation of compliance and includes rich technical assistance discussions.

Focused monitoring is a targeted performance improvement activity implemented beginning in FFY 2009-2010. The purpose of focused monitoring is to provide a framework for low performing LESs to assess their performance, to identify local practices that impede or facilitate high performance, and to assist LESs with recent demonstration of correction to sustain gains made.

The finalized APR and current SPP are posted to the Early Steps website located at http://www.cms-kids.com/providers/early_steps/reports/program_performance.html. LES Directors, Family Resource Specialists, FICCIT members, Medicaid staff, DOE staff, and other stakeholders are made aware of the website availability of the APR and SPP. LES Directors and Family Resource Specialists are asked to include information about how to access the APR in newsletters and other materials sent to their provider network and families.

In February 2011, the lead agency reported to the public on LES performance toward the targets in the SPP. Public reporting of state and LES performance is posted to the Early Steps website located at http://www.cms-kids.com/providers/early_steps/reports/program_performance.html. The format for public reporting was developed in consultation with the Continuous Improvement Workgroup.

The bolded themes discussed in this overview are referred to in specific indicator sections.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 1: Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

Percent = [(# of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Account for untimely receipt of services, including the reasons for delays.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 1			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 – 2010	Actual Target Data 2010 - 2011
Indicator 1: Percent of infants and toddlers with IFSPs who receive the early intervention services on their IFSPs in a timely manner	100%	98%	82%

RAW DATA CALCULATION - INDICATOR 1				
A	B	C	D	E
Total child records reviewed (represents children from all 15 LESs)	Children with IFSPs receiving early intervention services in a timely manner	Children with IFSPs not receiving early intervention services in a timely manner due to documented exceptional family circumstances	% children with IFSPs who received early intervention services on their IFSPs in a timely manner or there was a documented exceptional family circumstance that prevented timely service delivery ((B + C) / A X 100 = D)	Total children not receiving timely service delivery for reasons other than documented exceptional family circumstances (A - B - C = E)
290	222	15	82%	53

The actual target data were derived from **QA monitoring** results. The actual target data represent review of randomly selected child records from all 15 LESs. Data collected represent the initiation of new early intervention services from initial IFSPs and subsequent IFSPs. The criterion for measurement of timely services is 30 calendar days from the date the family consented to the service. Documented exceptional family circumstances that prevented the timely delivery of early intervention services are included in the numerator and denominator for calculating actual target data.

PROGRESS TRENDLINE – INDICATOR 1							
	FFY 2004-2005	FFY 2005-2006	FFY 2006-2007	FFY 2007-2008	FFY 2008-2009	FFY 2009-2010	FFY 2010-2011
Actual Target Data	61%	57%	64%	70%	72%	98%	82%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida slipped in its performance and did not meet the target for Indicator 1. The slippage occurred in 14 of the 15 LESs. Key factors impacting performance were lack of **provider availability**, insufficient documentation by service coordinators and providers regarding exceptional family circumstances, and poor communication between service coordinators and providers.

The bolded themes are discussed in more detail in the overview of this document.

Activities	Timelines	Resources	Status
Continue to measure timely service delivery through QA monitoring (including child record review). Local ES Programs that are not in compliance with services being provided in a timely manner will be required to develop strategies to ensure compliance is reached as soon as possible, but no later than within one year of identification. The Lead Agency will verify compliance and utilize sanctions and enforcement actions if compliance is not reached within one year of identification.	Ongoing through 2013	Lead Agency, local ES Programs	Annual QA Monitoring was completed November 2010. 5 LESs had findings of non-compliance and were required to develop CIP's. All demonstrated timely correction.
Continue to measure family perception of timeliness of service delivery through family surveys.	July 2006 through 2011	Lead Agency, in consultation with Family Resource Specialists, and local ES Programs	NCSEAM Family Survey was completed, including Family-Centered Scale which asks about family perception of timely service. FFY 2010-2011 survey results show improvement over prior year.
Review data from QA monitoring child record review and the ES Data System to determine the efficacy of improvement strategies and identify additional improvement activities that need to be implemented to ensure compliance with timely service delivery.	July 2006 through 2013	ES Continuous Improvement Workgroup, Lead Agency	ESSO updated the QA statewide longitudinal performance tracking report to analyze performance trends for each LES and statewide.

Activities	Timelines	Resources	Status
Monitor the effectiveness of improvement strategies by review of compliance data and family survey results related to timely service delivery and implement improvement strategies as indicated.	July 2006 through 2011	Lead Agency, FICCIT	Survey data was disaggregated for analysis to identify further performance trends.
Develop and implement initiatives to promote the recruitment, preparation, and retention of qualified early intervention providers through pre-service and in-service training and technical assistance activities.	July 2006 through 2013	Lead Agency	LESSs developed local provider training materials and shared promising practices during monthly Training Coordinator conference calls.
Facilitate an analysis of low performing LESSs to identify and correct practices which contribute to delays in timely service delivery. Based on the results of this analysis, implement provider recruitment, training, technical assistance, and policy changes as required or necessary.	January 2008 through 2013	Lead Agency, LESSs Programs	<p>Focused Monitoring was completed for 8 low performing LESSs May 2011.</p> <p>Presentation at statewide meeting in November 2011 regarding common documentation errors identified during record review. Presentation distributed for additional local use.</p>
Report to the public on ES performance with timely service delivery, reporting on statewide performance as well as performance by local ES Programs.	June 2007 through 2013	Lead Agency	Report posted on website and distributed to stakeholders February 2011.
Implement a statewide contract using ARRA funds to staff each LES with Provider Recruiter positions. These positions will support the LES in recruitment of additional providers to ensure timely service delivery.	July 2010	Lead Agency, LESSs	Provider Recruiter position funded via statewide contract for each LES. Data showed a small increase in provider applicants in FFY 2010-2011.
Use ARRA funds for improvements to the Early Steps Data System to include, but not limited to, reporting to self-assess on performance related for timely service delivery.	July 2010	Lead Agency	Completed March 2011 for Phase 1 (changes to Existing System).

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator: 98%

1. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)	4
2. Number of FFY 2009 findings the State verified as timely corrected (verified as corrected within one year from the date of notification to the EIS program of the finding)	4
3. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Correction of FFY 2009 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:

4. Number of FFY 2009 findings not timely corrected (same as the number from (3) above)	0
5. Number of FFY 2009 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
6. Number of FFY 2009 findings <u>not</u> verified as corrected [(4) minus (5)]	0

Verification of Correction (either timely or subsequent):

The lead agency has verified that each LES with noncompliance identified in FFY 2009: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based on a review of updated data, and (2) has corrected each individual case of noncompliance, unless the child was no longer within the jurisdiction of the LES, consistent with OSEP Memorandum 09-02.

In order to ensure that noncompliant practices have been revised and the LES is correctly implementing the regulatory requirements, the lead agency conducted a review of child records for each LES with findings of noncompliance. The number of child records reviewed to verify correction of the noncompliance was relative to the extent and root cause of the findings of noncompliance. Additionally, for each LES with findings of noncompliance, the lead agency verified that the LES initiated services for each child, although late, unless the child was no longer within the jurisdiction of the LES. This verification was based on follow-up reporting by the LES on individual children whose services had not been initiated.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 1 in the SPP.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 2: Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

Percent = [(# of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings) divided by the (total # of infants and toddlers with IFSPs)] times 100.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 2			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 2: Percent of infants and toddlers with IFSPs who primarily receive early intervention services in the home or community-based settings	70%	67%	79%

RAW DATA CALCULATION - INDICATOR 2				
A	B	C	D	E
Infants and toddlers with IFSPs receiving services in the home	Infants and toddlers with IFSPs receiving services in community-based settings	Infants and toddlers with IFSPs receiving services in other settings	Total infants and toddlers with IFSPs reported (A + B + C = D)	% Infants and toddlers with IFSPs receiving services in the home or community-based settings (A + B) / D x 100 = E)
8997	1456	2705	13158	79%

The actual target data for Indicator 2 are from the state's 618 Data and are derived from the services identified on the IFSP and entered into the Early Steps Data System for infants and toddlers with IFSPs who were eligible on October 15, 2010, as reported to WESTAT and OSEP on February 1, 2011. To determine each child's primary setting, the IFSP services for each child are analyzed to determine the location in which that child will receive the most hours of service.

APR Template – Part C (4)

FLORIDA
State

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida improved its performance and exceeded the target for Indicator 2. Key factors impacting performance were the planned modification of contract language that increased LES **accountability for implementation of the TBPSP approach**, the use of ARRA funds to support **training initiatives** and **local enhancement projects**, and the implementation of the **service coordinator apprenticeship training**.

The bolded themes are discussed in more detail in the overview of this document.

Activities	Timelines	Resources	Status
Provide TA to local ES Programs to ensure individualized decision making by IFSP teams and that services are provided in natural environments whenever possible, based on identified family-centered outcomes.	January 2006 through 2013	Lead Agency, local ES Programs	Training sessions at Early Steps Statewide Meeting September 2010, and November 2011, related to implementation of the TBPSP approach.
Public reporting of ES performance measures of services in the natural environment; statewide performance as well as performance by local ES Programs shall be captured in the reporting process.	June 2007 through 2013	Lead Agency	Report posted on website and distributed to stakeholders in February 2011.
Analyze disaggregated data related to provision of services in the context of natural environments, identifying those local ES Programs with most positive performance in delivery of services in the natural environment. Identify factors contributing to success in each of these local ES Programs and implement a plan to share these practices statewide as indicated. Through this analysis, the lowest performing local ES Programs will be identified and technical assistance provided as needed to improve performance.	July 2010 through 2013	Lead Agency, FICCIT, ES Continuous Improvement Workgroup, local ES Programs	ESSO updated the QA statewide longitudinal performance tracking report to analyze performance trends for each LES and statewide. 5 LESs were identified as low performers and were required to develop CIP's.
Modify contract language to increase LES accountability for implementation of the TBPSP approach.	July 2011	Lead Agency	Competitive procurement announcement advertised January 2011, award notices announced July 2011, and contracts executed October and November 2011. LESs began restricting provider sub contracts to providers who committed to TBPSP approach.

APR Template – Part C (4)

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Activities	Timelines	Resources	Status
Develop web-based Service Coordinator apprenticeship training modules designed to develop an agreed standard of proficiency for line-staff on what elements are necessary to successfully deliver services, which engage children in natural learning opportunities that occur in everyday routines, family activities, and community life.	March 2011	Lead Agency FSU Center for Prevention and Early Intervention Policy	Training modules piloted October 2010, and implemented December 2010.
Use ARRA funds to support training initiatives and local pilot projects to improve performance and evaluate their effectiveness for potential replication.	July 2010 through June 2012	Lead Agency and Local Early Steps	LESs used ARRA funds to provide local training on a variety of topics related to family- centered practices, functional outcomes, and intervention approaches for specific disabilities. Promising local enhancement projects were shared during conference calls, statewide meetings, and ESSO newsletter.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 2 in the SPP.

Part C State Annual Performance Report (APR) for 2010**Overview of the Annual Performance Report Development:****Monitoring Priority: Early Intervention Services In Natural Environments**

Indicator 3: Percent of infants and toddlers with IFSPs who demonstrate improved:

- A. Positive social-emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language/ communication); and
- C. Use of appropriate behaviors to meet their needs.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

Outcomes:

- A. Positive social-emotional skills (including social relationships);
- B. Acquisition and use of knowledge and skills (including early language/communication); and
- C. Use of appropriate behaviors to meet their needs.

Progress categories for A, B and C:

- a. Percent of infants and toddlers who did not improve functioning = $\left[\frac{\text{(\# of infants and toddlers who did not improve functioning)}}{\text{(\# of infants and toddlers with IFSPs assessed)}} \right] \text{ times } 100.$
- b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers = $\left[\frac{\text{(\# of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers)}}{\text{(\# of infants and toddlers with IFSPs assessed)}} \right] \text{ times } 100.$
- c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it = $\left[\frac{\text{(\# of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it)}}{\text{(\# of infants and toddlers with IFSPs assessed)}} \right] \text{ times } 100.$
- d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers = $\left[\frac{\text{(\# of infants and toddlers who improved functioning to reach a level comparable to same-aged peers)}}{\text{(\# of infants and toddlers with IFSPs assessed)}} \right] \text{ times } 100.$
- e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers = $\left[\frac{\text{(\# of infants and toddlers who maintained functioning at a level comparable to same-aged peers)}}{\text{(\# of infants and toddlers with IFSPs assessed)}} \right] \text{ times } 100.$

Summary Statements for Each of the Three Outcomes (use for FFY 2010-2011 reporting):

Summary Statement 1: Of those infants and toddlers who entered or exited early intervention below age expectations in each Outcome, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program.

Measurement for Summary Statement 1:

Percent = # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in category (d) divided by [# of infants and toddlers reported in progress category (a) plus # of infants and toddlers reported in progress category (b) plus # of infants and toddlers reported in progress category (c) plus # of infants and toddlers reported in progress category (d)] times 100.

Summary Statement 2: The percent of infants and toddlers who were functioning within age expectations in each Outcome by the time they turned 3 years of age or exited the program.

Measurement for Summary Statement 2: The percent of infants and toddlers reported in progress category (d) plus [# of infants and toddlers reported in progress category (e) divided by the total # of infants and toddlers reported in progress categories (a) + (b) + (c) + (d) + (e)] times 100.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 3, OUTCOME A Positive social-emotional skills (including social relationships)			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
1. Of those children who entered or exited the program below age expectations in Outcome A, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program	36.1%	33.7%	35.0%
2. The percent of children who were functioning within age expectations in Outcome A by the time they turned 3 years of age or exited the program	75.7%	76.1%	75.2%

REPORT OF PROGRESS - INDICATOR 3, OUTCOME B Acquisition and use of knowledge and skills (including early language/communication and early literacy)			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
1. Of those children who entered or exited the program below age expectations in Outcome B, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program	52.7%	53.0%	53.7%
2. The percent of children who were functioning within age expectations in Outcome B by the time they turned 3 years of age or exited the program	49.7%	49.9%	49.5%

REPORT OF PROGRESS - INDICATOR 3, OUTCOME C Use of appropriate behaviors to meet their needs			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009- 2010	Actual Target Data 2010 - 2011
1. Of those children who entered or exited the program below age expectations in Outcome C, the percent who substantially increased their rate of growth by the time they turned 3 years of age or exited the program	52.5%	54.8%	56.4%
2. The percent of children who were functioning within age expectations in Outcome C by the time they turned 3 years of age or exited the program	75.9%	75.9%	76.0%

RAW DATA CALCULATION - INDICATOR 3						
	Indicator 3 Outcome A Positive social-emotional skills BDI-2 Personal-social Domain		Indicator 3 Outcome B Acquisition and use of knowledge and skills BDI-2 Communication Domain		Indicator 3 Outcome C Use of appropriate behaviors to meet their needs BDI-2 Adaptive Domain	
	Number of Children	%	Number of Children	%	Number of Children	%
a. Percent of infants and toddlers who did not improve functioning	117	3.1	134	3.5	153	4.0
b. Percent of infants and toddlers who improved functioning but not sufficient to move nearer to functioning comparable to same-aged peers	708	18.7	1161	30.6	536	14.1
c. Percent of infants and toddlers who improved functioning to a level nearer to same-aged peers but did not reach it	117	3.1	621	16.4	221	5.8
d. Percent of infants and toddlers who improved functioning to reach a level comparable to same-aged peers	328	8.6	883	23.3	669	17.6
e. Percent of infants and toddlers who maintained functioning at a level comparable to same-aged peers	2526	66.5	997	26.3	2217	58.4
Total	N=3796	100%	N=3796	100%	N=3796	100%

The actual target data are derived from assessments administered upon entry into and exit from Early Steps for eligible children in all LESSs. LESSs and school districts entered assessment results for assessments in the BDI-2 Data Manager online scoring and reporting program. Data were exported from the Data Manager and matched with data maintained by the University of Miami subcontractor for assessments completed prior to FFY 2009-2010. A final de-identified data file, consisting of all records with sufficient data to be included in the state report, was sent to the University of Miami discretionary project whose staff did the analyses that produced the category assignments.

APR Template – Part C (4)

FLORIDA
State

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida improved its performance and exceeded the targets for Indicator 3B Summary Statement 1, 3C Summary Statement 1 and 2. Florida improved performance, but did not meet the target for Indicator 3A Summary Statement 1. Florida slipped in its performance and did not meet the target for Indicator 3A Summary Statement 2 and 3B Summary Statement 2. Key factors impacting performance were Florida's phase-in approach in establishing the child outcomes measurement system, and the continued infrastructure building to have a full cohort of children represented in the data.

Activities	Timeline	Resources	Status
Review data quality/provide feedback to participating LESs	July 2007 through June 2013	DOH/Early Steps State Office FDOE/BEESS University of Miami Discretionary Project Technical Assistance and Training System (TATS)	Error reports provided to LESs for data correction March 2010 and July 2011. Conference call with LESs to provide local data results held July 2011. Training session at Early Steps Statewide Meeting November 2011 related to data collection integrity.
Review and revise technical assistance documents and other support materials; maintain communication with LESs	July 2007 through June 2013	DOH/Early Steps State Office FDOE/BEESS University of Miami Discretionary Project Technical Assistance and Training System (TATS)	DOH/DOE Leadership Team met monthly to review and revise TA materials. All TA materials posted at http://www.tats.ucf.edu/outcomes.html . Monthly conference call with LES Directors included routine update on Child Outcome Measurement System.
Assess ongoing training needs of LESs on the selected instrument	July 2009 through June 2013	DOH/Early Steps State Office FDOE/BEESS University of Miami Discretionary Project Technical Assistance and Training System (TATS)	Survey completed February 2011 to assess training needs.
Assess ongoing needs of LESs for assessment materials and acquire additional materials as appropriate	July 2009 through June 2011	DOH/Early Steps State Office Publisher	LESs used ARRA funds to purchase materials and supplies.
Implement online data collection process	August 2009 through June 2011	DOH/Early Steps State Office FDOE/BEESS University of Miami Discretionary Project Publisher Technical Assistance and Training System (TATS)	State-specific manual developed and webinars held to train on data entry procedures.
Develop and implement Quality Assurance process for child outcome measurement system	December 2009 through June 2013	DOH/Early Steps State Office FDOE/BEESS University of Miami Discretionary Project Technical Assistance and Training System (TATS) Stakeholders	Data Verification reporting was reviewed quarterly. Online video modules developed and posted for supplemental assessment administration training.

APR Template – Part C (4)

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Activities	Timeline	Resources	Status
Analyze LES performance against baseline data for APR	July 2010 through June 2013	DOH/Early Steps State Office FDOE/BEESS University of Miami Discretionary Project	Child Outcomes Stakeholder Committee convened December 2010 to review data and make recommendations.
Use ARRA funds to support training initiatives and local pilot projects to improve performance and evaluate their effectiveness for potential replication.	July 2010 through June 2012	Lead Agency	LESSs used ARRA funds to provide local training on a variety of topics related to family centered practices, functional outcomes, and intervention approaches for specific disabilities. Promising local enhancement projects were shared during conference calls, statewide meetings, and ESSO newsletter.
Provide training and technical assistance to LESSs to ensure individualized decision-making by IFSP teams and that services are provided in natural environments whenever possible, based on identified family-centered outcomes.	July 2010 through June 2012	Lead Agency, LES Programs	Training sessions at Early Steps Statewide Meeting September 2010, and November 2011, related to implementation of the TBPSP approach.
Modify contract language to increase accountability for implementation of the team-based primary service provider approach to service delivery.	July 2011	Lead Agency	Competitive procurement announcement advertised January 2011, award notices announced July 2011, and contracts executed October and November 2011. LESSs began restricting providers sub contracts to providers who committed to TBPSP approach.
Report to the public on ES performance with child outcomes, reporting on statewide performance as well as performance by local ES Programs.	February 2011 through February 2013	Lead Agency	Report posted on website and distributed to stakeholders in February 2011.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 3 in the SPP.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Early Intervention Services In Natural Environments

Indicator 4: Percent of families participating in Part C who report that early intervention services have helped the family:

- A. Know their rights;
- B. Effectively communicate their children's needs; and
- C. Help their children develop and learn.

(20 U.S.C. 1416(a)(3)(A) and 1442)

Measurement:

A. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family know their rights) divided by the (# of respondent families participating in Part C)] times 100.

B. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family effectively communicate their children's needs) divided by the (# of respondent families participating in Part C)] times 100.

C. Percent = [(# of respondent families participating in Part C who report that early intervention services have helped the family help their children develop and learn) divided by the (# of respondent families participating in Part C)] times 100.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 4			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 4A: Percent of families who report that early intervention services have helped the family know their rights	60.7%	68.0%	75.0%
Indicator 4B: Percent of families who report that early intervention services have helped the family effectively communicate their children's needs	56.1%	65.0%	70.5%
Indicator 4C: Percent of families who report that early intervention services have helped the family help their children develop and learn	62.4%	80.0%	89.4%

RAW DATA CALCULATION - INDICATOR 4A		
A	B	C
Total surveys received	Total families reporting that early intervention services have helped their family know their rights	% families reporting that early intervention services have helped their family know their rights (B / A x 100 = C)
396	287	75.0%

RAW DATA CALCULATION - INDICATOR 4B		
A	B	C
Total surveys received	Total families reporting that early intervention services have helped their family communicate their children's needs	% families reporting that early intervention services have helped their family communicate their children's needs (B / A x 100 = C)
396	279	70.5%

RAW DATA CALCULATION - INDICATOR 4C		
A	B	C
Total surveys received	Total families reporting that early intervention services have helped their family help their children develop and learn	% families reporting that early intervention services have helped their family help their children develop and learn (B / A x 100 = C)
396	354	89.4%

The National Center for Special Education Accountability Monitoring (NCSEAM) survey was utilized as the measurement tool for Indicator 4. Florida piloted a revised process for the survey for FFY 2010-2011 targeting only families exiting Early Steps during the survey window, rather than all families served at least 6 months, as was done during previous years. The size of the target audience for survey participation was reduced based on this change, and resulted in fewer survey responses.

	618 DATA 2010 - 2011		FAMILY SURVEY RESPONDENTS 2010 - 2011	
Child's Gender	Total Statewide 618	Percent 618 Statewide	Total Statewide 618	Percent 618 Statewide
Female	4,746	36.07%	100	30.96%
Male	8,412	63.93%	223	69.04%
Total	13,158	100%	323	100%

	618 DATA 2010 - 2011		FAMILY SURVEY RESPONDENTS 2010 – 2011	
Child's Race	Total Statewide 618	Percentage 618 Statewide	Total Surveys Received	Percent Surveys Received
Black or African American	2,996	22.77%	69	21.36%
White	5,355	40.7%	107	33.13%
Hispanic/Latino	4,196	31.89%	141	43.65%
Asian	237	1.8%	6	1.86%
Native Hawaiian or Other Pacific Islander	14	.11%	0	0%
American Indian or Alaska Native	28	.21 %	0	0%
Two or More Races	332	2.52%	2	.62%
Total	13,158	100%	323	100%

	618 DATA 2010 - 2011		FAMILY SURVEY RESPONDENTS 2010 – 2011	
Child's Medicaid Enrollment Status	Total Statewide	Percentage Statewide	Total Surveys Received	Percent Surveys Received
Medicaid Enrolled	8,771	66.66%	209	64.71%
Not Medicaid Enrolled	4,387	33.34%	114	35.29%
Total	13,158	100%	323	100%

The lead agency performed an analysis of the survey respondents as compared to 618 and other demographic data to determine representativeness of the results. This analysis showed a slight overrepresentation of responses from families of hispanic children and a slight underrepresentation of responses from families of white children, opposite from last years results. There was also a slight overrepresentation of responses from families of male children and underrepresentation of responses from families of female children.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida improved its performance and exceeded targets for Indicators 4A, 4B, and 4C. Key factors impacting performance were a result of ongoing efforts by the LESs to promote families' knowledge of their rights and involvement, the **increased accountability for TBPSP approach of service delivery**, and **training initiatives**.

The bolded themes are discussed in more detail in the overview of this document.

APR Template – Part C (4)

FLORIDA
State

Activities	Timelines	Resources	Status
Report to the public on ES performance with family outcomes, reporting on statewide performance as well as performance by local ES Programs.	June 2007 through 2013	Lead Agency	Report posted on website and distributed to stakeholders in February 2011.
Develop a family survey data review and analysis team to analyze family survey results, including response rates, survey representativeness, and family outcomes to assist the lead agency improve performance on Indicator 4.	December 2010 through 2013	Lead Agency	Workgroup formed in February 2011 and met several times to review process and results. Made recommendations for changes to process which were piloted for FFY 2010-2011 Family Survey. Pilot resulted in fewer responses and will be considered further. Specific strategies for ensuring a greater response rate that is representative of the state's population will also be developed.
Seek technical assistance from state and national TA partners on family survey analysis, interpretation, and potential improvement strategies.	January 2011 through 2013	Lead Agency	TA sought from state consultant and will be pursued with FFY 2010-2011 survey results. Further TA anticipated from 2012 OSEP Verification Visit with Results focus.
Analyze disaggregated data to identify those local ES Programs with most positive performance. Identify factors contributing to success in each of these local ES Programs and implement a plan to share these practices statewide as indicated. Through this analysis, the lowest performing local ES Programs will be identified and technical assistance provided as needed to improve performance.	January 2011 through 2013	Lead Agency	Disaggregated data was reviewed and analyzed by the Family Survey Workgroup who recommended an enhanced process in June 2011.
Use ARRA funds to support training initiatives and local pilot projects to improve performance and evaluate their effectiveness for potential replication.	July 2010 through June 2012	Lead Agency	LESs used ARRA funds to provide local training on a variety of topics related to family-centered practices, functional child and family outcomes, and intervention approaches for specific disabilities.
Provide training and technical assistance to LESs to ensure individualized decision-making by IFSP teams and that services are provided in natural environments whenever possible, based on identified child-centered outcomes.	July 2010 through June 2012	Lead Agency, LES Programs	Training sessions at Early Steps Statewide Meeting September 2010 related to implementation of the team TBPSP approach. Successful projects were shared during conference calls, statewide meetings, and newsletters.
Modify contract language to increase accountability for implementation of the team-based primary service provider approach to service delivery.	July 2011	Lead Agency	Competitive procurement announcement advertised January 2011, award notices announced July 2011, and contracts executed October and November 2011. LESs began restricting providers sub contracts to providers who committed to TBPSP approach.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 4 in the SPP.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 5: Percent of infants and toddlers birth to 1 with IFSPs compared to national data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(# of infants and toddlers birth to 1 with IFSPs) divided by the (population of infants and toddlers birth to 1)] times 100 compared to national data.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 5			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 5: Percent of infants and toddlers with IFSPs birth to 1	.72%	.64%	.69%

RAW DATA CALCULATION - INDICATOR 5 (includes comparison with national data)			
	2010 State Child Count		
	D	E	F
	Number of children with IFSPs birth to 1	State population birth to 1	Percent of children with IFSPs birth to 1 (D / E x 100 = F)
Florida	1,440	208,724	.69%
National Average			1.03%

The actual target data for Indicator 5 are part of the state's 618 Data, reported to WESTAT and OSEP on February 1, 2011. The reported data are based on enrolled children who had an IFSP on October 15, 2010. State population data and national average information are derived from the Data Accountability Center website.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida increased its performance, but did not meet the target for Indicator 5. Key factors impacting performance were the distribution of public awareness materials to primary referral sources, the change in **eligibility criteria** and a decrease in the population of infants in Florida.

The bolded themes are discussed in more detail in the overview of this document.

Activities	Timelines	Resources	Status
Analyze disaggregated data on the population served and referral source to determine if there is a specific birth to 1 "target population" that may be under-represented. Implement TA and outreach efforts to targeted local ES Programs to improve their child find results.	Annually through 2013	Lead Agency, in consultation with ES Data Center	Analyzed data and provided TA on revised eligibility criteria.
Consider the potential use of the Birth Defects Surveillance Program data, and enhance collaboration with Children's Medical Services (CMS) Newborn Screening Program. Florida expanded newborn screening at no cost and performs routine tests to screen for 34 disorders which provide opportunities for earlier detection and intervention for newborn children. Collaboration will continue with Department of Children and Families (DCF) on the role of the Lead Agency on the implementation of IDEA 2004, section 637(a)(6)(A) and (B).	Annually through 2013	Lead Agency, in consultation with ES Data Center, DCF, and FICCIT	Continued the collaboration with Newborn Screening and DCF.
Increase outreach to local referral sources (Healthy Start, school districts, etc.) which provide low number of referrals so they are informed about eligibility, identification of children who may be eligible, and about procedures for making appropriate referrals to ES Programs. Activities may include: continued community outreach, improved service coordination efforts, outreach to early childhood provider partnerships, participation at community fairs, outreach to child care programs, and participation in child development screening days.	July 2006 through 2013	Local ES Programs, in coordination with Lead Agency and with input from partner agencies and the public	Public Awareness materials provided to LESs for local distribution April 2011.
Continue public awareness efforts for medical professionals, especially pediatricians and other health care personnel, on the importance of early identification and referral.	Annually through 2013	Lead Agency, local ES Programs	Physician prescription pads with referral information were provided to LESs for local distribution April 2011.
The lead agency will participate on Florida's Act Early team to promote early identification, assessment, and intervention for children with autism spectrum disorder and related developmental disabilities.	October 2009 through 2013	Lead Agency, Stakeholders	Team submitted a State Implementation Grant June 2010, but was not awarded. Team awarded State Systems Grant December 2011, no impact for performance in FFY 2010-2011.
The lead agency will participate in statewide initiatives for the development of universal screening of all young children as prioritized by the Florida Cabinet of Children and Youth.	October 2009 through 2013	Lead Agency, Stakeholders	Continued participation on the Florida Developmental Disabilities Council. Continue participation on the Office of Early Learning Child Screening and Progress Workgroup. Task force member of the Child Development Screening Initiative starting April 2011.
Report to the public on ES performance with percent of birth to one year old children served, reporting on statewide performance as well as performance by local ES Programs.	June 2007 through 2013	Lead Agency	Report posted on website and distributed to stakeholders in February 2011.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 5 in the SPP.

Part C State Annual Performance Report (APR) for 2010**Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C / Child Find****Indicator 6:** Percent of infants and toddlers birth to 3 with IFSPs compared to national data.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(# of infants and toddlers birth to 3 with IFSPs) divided by the (population of infants and toddlers birth to 3)] times 100 compared to national data.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 6			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 6: Percent of infants and toddlers with IFSPs birth to age 3	1.89%	2.06%	2.06%

RAW DATA CALCULATION - INDICATOR 6 (includes comparison with national data)			
	2010 State Child Count		
	D	E	F
	Number of children with IFSPs birth to 3	State population birth to 3	Percent of children with IFSPs birth to 3 (D / E x 100 = F)
Florida	13,158	637,815	2.06%
National Average			2.82%

The actual target data for Indicator 6 are part of the state's 618 Data, reported to WESTAT and OSEP on February 1, 2011. The reported data are based on enrolled children who had an IFSP on October 15, 2010. State population data and national average information are derived from the Data Accountability Center website.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida maintained performance and exceeded the target for Indicator 6. Key factors impacting performance were the distribution of public awareness materials to primary referral sources, the change in **eligibility criteria** and a decrease in the population of infants and toddlers in Florida

The bolded themes are discussed in more detail in the overview of this document.

Activities	Timelines	Resources	Status
Determine if there is a specific birth to 3 “target population” that may be under-represented. First, compare the population served with groups that are under represented in certain programs. Then, increase TA and outreach efforts in those programs to improve Child Find.	Annually through 2013	Lead Agency, in consultation with ES Data Center, and FICCIT	Analyzed data and provided TA on revised eligibility criteria.
Continue public awareness efforts for medical professionals, especially pediatricians and other health care personnel, on the importance of early identification and referral.	Ongoing through 2013	Lead Agency, local ES Programs	Physician prescription pads with referral information were provided to LESs for local distribution April 2011.
Increase outreach to local referral sources (Healthy Start, school districts, etc.) which provide low number of referrals so they are informed about eligibility, identification of children who may be eligible, and about procedures for making appropriate referrals to ES. Activities may include: continued community outreach, improved service coordination efforts, outreach to early childhood provider partnerships, participation at community fairs, outreach to child care programs, and participation in child development screening days.	July 2006 through 2013	Local ES Programs in coordination with Lead Agency and with input from partner agencies and the public	Public Awareness materials provided to LESs for local distribution April 2011.
Expand awareness about ES, the children served and how to refer them to relevant state agencies in order to enhance Child Find efforts. ES will contact programs in other agencies to educate them about our efforts and resources. Activities may include continued public communications campaigns, marketing to specific groups, and the development and distribution of printed materials.	July 2006 through 2013	Lead Agency, with input from partner agencies and the public	Continued participation in Florida's Expanding Opportunities Initiative. Development and distribution of FICCIT Annual Report
Track the percentage of children determined to be ineligible by LES and statewide to determine implications and need for technical assistance, training, etc.	July 2007 through 2013	Lead Agency	Tracking completed and TA provided to LESs in FFY2010-2011
The lead agency will participate on Florida's Act Early team to promote early identification, assessment, and intervention for children with autism spectrum disorder and related developmental disabilities.	October 2009 through 2013	Lead Agency, Stakeholders	Team submitted a State Implementation Grant in June 2010, but was not awarded. Team awarded State Systems Grant December 2011, no impact for performance in FY 10-11
The lead agency will participate in statewide initiatives for the development of universal screening of all young children as prioritized by the Florida Cabinet of Children and Youth.	October 2009 through 2013	Lead Agency, Stakeholders	Continued participation on the Florida Developmental Disabilities Council. Continue participation on the Office of Early Learning Child Screening and Progress Workgroup. Task force member of the Child Development Screening Initiative starting April 2011.

APR Template – Part C (4)

FLORIDA
State

Activities	Timelines	Resources	Status
Report to the public on ES performance with percent of birth to three year old children served, reporting on statewide performance as well as performance by local ES Programs.	June 2007 through 2013	Lead Agency	Report posted on website and distributed to stakeholders February 2011.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 6 in the SPP.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / Child Find

Indicator 7: Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(# of infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting was conducted within Part C's 45-day timeline) divided by the (# of infants and toddlers with IFSPs evaluated and assessed for whom an initial IFSP meeting was required to be conducted)] times 100.

Account for untimely evaluations, assessments, and initial IFSP meetings, including the reasons for delays.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS – INDICATOR 7			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 7: Percent of eligible infants and toddlers with IFSPs for whom an evaluation and assessment and an initial IFSP meeting were conducted within Part C's 45-day timeline	100%	92%	92%

RAW DATA CALCULATION – INDICATOR 7				
A	B	C	D	E
Total child records reviewed	Children with timely evaluation and assessment and initial IFSP	Children with evaluation and assessment and initial IFSP completed more than 45 days from the child's referral, with documented exceptional family circumstances that caused the delay	% Children with timely evaluation and assessment and initial IFSP or there is a documented exceptional family circumstance that caused the delay in completion of the evaluation and assessment and initial IFSP ((B + C) / A x 100 = D)	Children whose evaluation and assessment and initial IFSP were held more than 45 days from date of referral for reasons other than documented exceptional family circumstances (A - B - C = E)
290	234	32	92%	24

The actual target data were derived from **QA monitoring** results. The actual target data represent review of child records of randomly selected, newly referred children in all LESs. Documented exceptional family circumstances that prevented the timely completion of the evaluation and assessment and initial IFSP are included in the numerator and denominator for calculating actual target data.

The bolded themes are discussed in more detail in the overview of this document.

PROGRESS TRENDLINE – INDICATOR 7							
	FFY 2004-2005	FFY 2005-2006	FFY 2006-2007	FFY 2007-2008	FFY 2008-2009	FFY 2009-2010	FFY 2010-2011
Actual Target Data	69%	85%	86%	80%	91%	92%	92%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida sustained its performance, but did not meet the target for Indicator 7. Key factors impacting performance were insufficient documentation regarding exceptional family circumstances, lack of evaluator availability, and misinterpretation of the policy related to interim vs. initial IFSP.

Activities	Timelines	Resources	Status
Continue to determine compliance with the 45-day timeframe through QA monitoring (including child record review). Local ES Programs that are not in compliance with the 45-day timeline will be required to develop strategies to ensure compliance is reached as soon as possible, but no later than within one year of identification. The Lead Agency will verify compliance and utilize sanctions and enforcement actions if compliance is not reached within one year of identification.	Ongoing through 2013	Lead Agency, local ES Programs	Annual QA Monitoring was completed November 2010. 3 LES's had findings of non-compliance and were required to develop CIP's. All demonstrated timely correction.
Review data from QA monitoring child record review and the ES Data System to determine the efficacy of improvement strategies and identify additional improvement activities that need to be implemented.	July 2006 through 2013	ES Continuous Improvement Workgroup, Lead Agency	ESSO updated the QA statewide longitudinal performance tracking report to analyze performance trends for each LES and statewide. Presentation at statewide meeting in November 2011 regarding common documentation errors identified during record review. Presentation distributed for additional local use.

APR Template – Part C (4)

FLORIDA
State

Activities	Timelines	Resources	Status
Monitor effectiveness of improvement strategies by review of compliance data, issues arising from complaints, due process hearings, and mediation requests related to the 45-day timeline and implement improvement strategies as indicated.	July 2006 through 2013	Lead Agency, FICCIT	3 low performing LESs provided TA regarding interim vs. initial IFSPs and first contact practices. No dispute resolution issues were identified for this indicator.
Report to the public on ES compliance with 45-day timeline, reporting on statewide compliance as well as compliance by each local ES Program.	June 2007 through 2013	Lead Agency	Report posted on website and distributed to stakeholders in February 2011.
Facilitate an analysis of low performing LESs to identify and correct practices which contribute to not meeting the 45-day timeline. Based on the results of this analysis, implement provider recruitment, training, technical assistance, and policy changes as indicated.	January 2010 and ongoing	Lead Agency, LESs	14 LESs planned and completed training.
Use ARRA funds for improvements to the Early Steps Data System to include, but not limited to, Service Coordinator reports to plan for 45-day timelines	July 2010 through June 2011	Lead Agency, LESs	Completed on August 2011 for phase 4 (Service Coordinator Reports), but ongoing changes for usability still underway due to unexpected system resource utilization. No impact for performance in FFY 2010-2011

APR Template – Part C (4)

FLORIDA
State

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator: 92%

7. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)	5
8. Number of FFY 2009 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	5
9. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Correction of FFY 2009 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:

10. Number of FFY 2009 findings not timely corrected (same as the number from (3) above)	0
11. Number of FFY 2009 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
12. Number of FFY 2009 findings <u>not</u> verified as corrected [(4) minus (5)]	0

Verification of Correction (either timely or subsequent):

The lead agency has verified that each LES with noncompliance identified in FFY 2009: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based on a review of updated data, and (2) has corrected each individual case of noncompliance, unless the child was no longer within the jurisdiction of the LES, consistent with OSEP Memorandum 09-02.

In order to ensure that noncompliant practices have been revised and the LES is correctly implementing the regulatory requirements, the lead agency conducted a review of child records for each LES with findings of noncompliance. The number of child records reviewed to verify correction of the noncompliance was relative to the extent and root cause of the findings of noncompliance. Additionally, for each LES with findings of noncompliance, the lead agency verified that the LES conducted the evaluation and assessment and initial IFSP, although late, unless the child was no longer within the jurisdiction of the LES. This verification was based on follow-up reporting by the LES on individual children whose evaluation and assessment and initial IFSP had not been conducted.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 7 in the SPP.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / Effective Transition

Indicator 8: Percent of all children exiting Part C who received timely transition planning to support the child's transition to preschool and other appropriate community services by their third birthday including:

- A. IFSPs with transition steps and services;
- B. Notification to local education agency (LEA), if child potentially eligible for Part B; and
- C. Transition conference, if child potentially eligible for Part B.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

- A. Percent = [(# of children exiting Part C who have an IFSP with transition steps and services) divided by the (# of children exiting Part C)] times 100.
- B. Percent = [(# of children exiting Part C and potentially eligible for Part B where notification to the LEA occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.
- C. Percent = [(# of children exiting Part C and potentially eligible for Part B where the transition conference occurred) divided by the (# of children exiting Part C who were potentially eligible for Part B)] times 100.

Account for untimely transition conferences, including reasons for delays.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 8			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 8A: IFSPs with transition steps and services	100%	94%	97%
Indicator 8B: Notification to the LEA if the child is potentially eligible	100%	96%	99%
Indicator 8C: Timely transition conference	100%	85%	88%

RAW DATA CALCULATION - INDICATOR 8A			
A	B	C	D
Total child records reviewed (represents children from all 15 LEs)	Children with transition plans that include steps and services to support the child's transition	Children with transition plans that do not include steps and services to support the child's transition	% Children with transition plans including steps & services (B / A x 100 = D)
290	281	9	97%

RAW DATA CALCULATION - INDICATOR 8B				
A	B	C	D	E
Total child records reviewed (represents children from all 15 LEs)	Children whose families opted out of notification	Children with notification to the LEA	Children for whom the LEA was not notified (excluding children whose families opted out of notification)	% Children with notification to the LEA (C / (A-B) X 100 = E)
290	8	281	1	99.6%

RAW DATA CALCULATION - INDICATOR 8C						
A	B	C	D	E	F	G
Total child records reviewed	Children for whom the family did not provide approval to conduct the transition conference	Total child records reviewed less the children for whom the family did not provide approval to conduct the transition conference (A-B=C)	Children with timely transition conference	Children with the transition conference being held less than 90 days prior to the child's third birthday, with exceptional family circumstances documented in the child's record	% Children with timely transition conference or with a documented exceptional family circumstance that delayed the transition conference ((D + E) / C x 100=F)	Children with the transition conference being held less than 90 days prior to the child's third birthday for reasons other than documented exceptional family circumstances (C-D-E=G)
290	0	290	218	36	88%	36

The actual target data are derived from **QA monitoring** results. The actual target data represent review of child records of randomly selected, transitioning children in all LEs. Children whose families chose to opt out of notification, in accordance with the OSEP-approved Early Steps opt out policy, are excluded from the numerator and denominator for calculating the actual target data for Indicator 8B. Documented exceptional family circumstances that prevented the timely completion of the transition conference are included in the numerator and denominator for calculating the actual target data for Indicator 8C.

PROGRESS TRENDLINE – INDICATOR 8							
	FFY 2004-2005	FFY 2005-2006	FFY 2006-2007	FFY 2007-2008	FFY 2008-2009	FFY 2009-2010	FFY 2010-2011
Actual Target Data Indicator 8A:	66%	64%	79%	79%	92%	94%	97%
Actual Target Data Indicator 8B:	86%	88%	82%	86%	95%	96%	99%
Actual Target Data Indicator 8C:	68%	70%	78%	80%	80%	85%	88%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida improved its performance, but did not meet the target for Indicators 8A, 8B, and 8C. Key factors impacting performance were **improved general supervision** from the lead agency and implementation of the **Service Coordinator Apprenticeship Training**.

The bolded themes are discussed in more detail in the overview of this document.

Activities	Timelines	Resources	Status
Continue to measure compliance with transition requirements through QA monitoring (including child record review). Local ES Programs that are not in compliance with transition requirements will be required to develop strategies to ensure compliance is reached as soon as possible, but no later than within one year of identification. The Lead Agency will verify compliance and utilize sanctions and enforcement actions if compliance is not reached within one year of identification.	Ongoing through 2013	Lead Agency staff, local ES Programs	Annual QA Monitoring was completed November 2010. 7 LES's had findings of non-compliance and were required to develop CIP's. All demonstrated timely correction.
Continue to offer <i>A New Star</i> training to families whose children are approaching the age of three. Analyze evaluations from this training and make adjustments as indicated.	Ongoing through 2013	Local ES Programs, Family Resource Specialists	LESSs offered training at least quarterly. Training sessions provided at The Family Café June 2011.
Monitor the effectiveness of improvement strategies related to transition by review of statewide and disaggregated compliance data, data on exiting children, family survey results, and issues identified in complaints to determine the effectiveness of improvement strategies and if additional actions are needed to effect compliance.	July 2006 through 2013	Lead Agency, FICCIT, DOE	ESSO updated the QA statewide longitudinal performance tracking report to analyze performance trends for each LES and statewide. Presentation at statewide meeting in November 2011 regarding common documentation errors identified during record review. Presentation distributed for additional local use.

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State

Activities	Timelines	Resources	Status
Report to the public on ES compliance with transition requirements, reporting on statewide compliance as well as compliance by each local ES Program.	June 2007 through 2013	Lead Agency	Report posted on website and distributed to stakeholders in February 2011.
Use ARRA funds for improvements to the Early Steps Data System to include, but not limited to, planning for transition activities	July 2010 through June 2011	Lead Agency, ES Data Center	Completed June 2011 for Phase 2 (New IFSP Table). No impact on performance in FFY 2010-2011.

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator 8a: 94.4%

13. Number of findings of noncompliance the State made during FFY 2009(the period from July 1, 2009 through June 30, 2010	6
14. Number of FFY 2009 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	6
15. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Correction of FFY 2009 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:

16. Number of FFY 2009 findings not timely corrected (same as the number from (3) above)	0
17. Number of FFY 2009 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
18. Number of FFY 2009 findings <u>not</u> verified as corrected [(4) minus (5)]	0

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator 8b: 96.2%

APR Template – Part C (4)

FLORIDA
State

19. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)	4
20. Number of FFY 2009 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	4
21. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Correction of FFY 2009 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:

22. Number of FFY 2009 findings not timely corrected (same as the number from (3) above)	0
23. Number of FFY 2009 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
24. Number of FFY 2009 findings <u>not</u> verified as corrected [(4) minus (5)]	0

Correction of FFY 2009 Findings of Noncompliance (if State reported less than 100% compliance):

Level of compliance (actual target data) State reported for FFY 2009 for this indicator 8c: 85%

25. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010)	8
26. Number of FFY 2009 findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS program of the finding)	8
27. Number of FFY 2009 findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

FFY 2009 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:

28. Number of FFY 2009 findings not timely corrected (same as the number from (3) above)	0
29. Number of FFY 2009 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
30. Number of FFY 2009 findings <u>not</u> verified as corrected [(4) minus (5)]	0

Verification of Correction (either timely or subsequent):

The lead agency has verified that each LES with noncompliance identified in FFY2009: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based on a review of updated data, and (2) has corrected each individual case of noncompliance, unless the child was no longer within the jurisdiction of the LES, consistent with OSEP Memorandum 09-02.

In order to ensure that noncompliant practices have been revised and the LES is correctly implementing the regulatory requirements, the lead agency conducted a review of child records for each LES with findings of noncompliance. The number of child records reviewed to verify correction of the noncompliance was relative to the extent and root cause of the findings of noncompliance. Additionally, for each LES with findings of noncompliance related to the timeline requirement of conducting a transition conference, the lead agency verified that the LES conducted the transition conference, although late, unless the child was no longer within the jurisdiction of the LES. For each LES with a finding of noncompliance concerning a transition requirement that is not a timeline requirement, the lead agency verified that the LES implemented the required action, unless the child was no longer within the jurisdiction of the LES. These verification activities were based on follow-up reporting by the LES on individual children for whom transition planning activities had not been conducted.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 8 in the SPP.

Part C State Annual Performance Report (APR) for 2010**Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C / General Supervision**

Indicator 9: General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent of noncompliance corrected within one year of identification:

- a. # of findings of noncompliance.
 - b. # of corrections completed as soon as possible but in no case later than one year from identification.
- Percent = [(b) divided by (a)] times 100.

States are required to use the "Indicator 9 Worksheet" to report data for this indicator (see Attachment A).

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 9			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 9: General supervision system (including monitoring, complaints, hearings, etc.) identifies and corrects noncompliance as soon as possible but in no case later than one year from identification	100%	88%	100%

RAW DATA CALCULATION - INDICATOR 9					
	A	B	C	D	E
	Total findings of noncompliance 2009 - 2010	Findings from Column (A) corrected within one year of identification	Percent findings from Column (A) corrected within one year of identification (B/A x 100 = C)	Findings from Column A which were not corrected within one year, but there has been subsequent correction	Percent findings from Column (A) corrected to date (B+D) / A x 100 = E)
NONCOMPLIANCE IDENTIFIED IN 2009 - 2010	42	42	100%	0	100%

The actual target data reflect noncompliance identified through **QA monitoring** and complaints from July 1, 2009 through June 30, 2010. In the case of noncompliance identified through QA monitoring, the date that the QA report is issued is the date of identification of noncompliance and the noncompliance must be corrected within one year of this date. In the case of a finding of noncompliance issued as a result of a complaint, the date of final complaint report issuance is the date of identification of the noncompliance and the noncompliance must be corrected within one year of this date. There were 12 LESs with findings of non-compliance in FFY 2009-2010. All 12 were required to develop a Continuous Improvement Plan, and demonstrated correction within 12 months. The lead agency has determined that each LES is correctly implementing the specific regulatory requirements based on a review of child records and other data reflecting performance subsequent to the noncompliance.

PROGRESS TRENDLINE – INDICATOR 9							
	FFY 2004-2005	FFY 2005-2006	FFY 2006-2007	FFY 2007-2008	FFY 2008-2009	FFY 2009-2010	FFY 2010-2011
Actual Target Data Indicator 9:	62%	74%	67%	73%	61%	88%	100%

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida improved its performance and met the target for Indicator 9. Key factors impacting performance were the lead agency's revised continuous improvement process, improved **general supervision capacity**, and technical assistance accessed from national TA partners as directed by OSEP.

Sources of technical assistance which have been utilized by the lead agency in FFY 2010- 2011 to improve performance on Indicator 9 are:

- Participation in sessions at the 2010 IDEA Part B and Part C Data Meetings and the 2010 OSEP Mega Conference in which OSEP provided updates on identification and correction of noncompliance
- Participation on conference calls provided by OSEP and SERRC in which the requirements of OSEP Memorandum 09-02 were reviewed and clarified
- Participation in periodic conference calls with the OSEP State Contact for Florida Part C

APR Template – Part C (4)

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State

- OSEP Technical Assistance site visit September 2010
- Review of APRs from selected states recommended by OSEP staff
- Participation in October 2010, MSIP Conference Call, “Updates on SPP/APR Issues”
- Review of resources on the website <http://therightidea.tadnet.org/technicalassistance> which included corrective action plan templates and examples to address systemic noncompliance.

The bolded themes are discussed in more detail in the overview of this document.

Activities	Timelines	Resources	Status
Ensure compliance by review of statewide and disaggregated compliance and performance data on at least a quarterly basis by the Lead Agency and other key stakeholders to inform decision making regarding personnel development and training needs, resource allocation, and the implementation of incentives and enforcement actions. Information to be reviewed to include: compliance and performance data from the ES Data System (including 618 data), family survey results, issues identified in complaints, due process hearings, and mediations, QA monitoring results, and Continuous Improvement Plan activities completed.	January 2006 through 2013	Lead Agency, FICCIT, ES Continuous Improvement Workgroup	There were 42 findings of non-compliance identified during QA monitoring in FFY 2009-2010 There were no findings identified through dispute resolution.
Evaluate the effectiveness of the system for General Supervision including its ability to monitor, support and ensure compliance by analyzing statewide and local ES Program performance across time. Based on the results of this analysis, recommend and implement actions for improvement.	January 2006 through 2013	Lead Agency, FICCIT, ES Continuous Improvement Workgroup	All LESs with findings of non-compliance which were due for correction in FFY 2010-2011 were corrected timely.
Review the information described in Activity # 1 and provide recommendations to the Lead Agency regarding improvement activities (including TA, personnel development and training, policy clarification), compliance correction, and incentives and enforcement actions.	March 2006 through 2013	FICCIT, ES Continuous Improvement Workgroup, Lead Agency	Continuous Improvement Procedures Handbook developed July 2010, and reviewed quarterly.
Include enforcement actions, consequences, and timelines in contracts with local ES Programs. Implement enforcement actions per contract specifications.	July 2006 through 2013	Lead Agency	Enforcement actions are included in FFY 2010-2011 contract language
Implement enforcement actions.	July 2006 through 2013	Lead Agency	Local determinations, which trigger enforcement actions, were distributed November 2010
Utilizing stakeholder input, revise determinations criteria and incentives to reinforce the requirement to correct noncompliance as soon as possible, but no later than within one year of identification.	July 2010	Lead Agency, Continuous Improvement Workgroup	Revisions were completed June 2010

Timely Correction of FFY 2009 Findings of Noncompliance (corrected within one year from identification of the noncompliance):

31. Number of findings of noncompliance the State made during FFY 2009 (the period from July 1, 2009, through June 30, 2010) (Sum of Column a on the Indicator C 9 Worksheet)	42
32. Number of findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS programs of the finding) (Sum of Column b on the Indicator C 9 Worksheet)	42
33. Number of findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Correction of FFY 2009 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:

34. Number of FFY 2009 findings not timely corrected (same as the number from (3) above)	0
35. Number of FFY 2009 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
36. Number of FFY 2009 findings <u>not</u> yet verified as corrected [(4) minus (5)]	0

Timely Correction of FFY 2008 Findings of Noncompliance (corrected within one year from identification of the noncompliance):

37. Number of findings of noncompliance the State made during FFY 2008 (the period from July 1, 2008, through June 30, 2009) (Sum of Column a on the Indicator C 9 Worksheet)	0
38. Number of findings the State verified as timely corrected (corrected within one year from the date of notification to the EIS programs of the finding) (Sum of Column b on the Indicator C 9 Worksheet)	0
39. Number of findings <u>not</u> verified as corrected within one year [(1) minus (2)]	0

Correction of FFY 2008 Findings of Noncompliance Not Timely Corrected (corrected more than one year from identification of the noncompliance) and/or Not Corrected:

40. Number of FFY 2008 findings not timely corrected (same as the number from (3) above)	0
41. Number of FFY 2008 findings the State has verified as corrected beyond the one-year timeline ("subsequent correction")	0
42. Number of FFY 2008 findings <u>not</u> yet verified as corrected [(4) minus (5)]	0

Verification of Correction (either timely or subsequent):

The lead agency has verified that each LES with noncompliance identified in FFY 2009: (1) is correctly implementing the specific regulatory requirements (i.e., achieved 100% compliance) based on a review of updated data, and (2) has corrected each individual case of noncompliance, unless the child was no longer within the jurisdiction of the LES, consistent with OSEP Memorandum 09-02.

In order to ensure that noncompliant practices have been revised and the LES is correctly implementing the regulatory requirements, the lead agency conducted a review of child records for each LES with findings of noncompliance. The number of child records reviewed to verify correction of the noncompliance was relative to the extent and root cause of the findings of noncompliance. Additionally, for each LES with findings of noncompliance, the lead agency verified that the LES conducted the evaluation and assessment and initial IFSP, although late, unless the child was no longer within the jurisdiction of the LES. This verification was based on follow-up reporting by the LES on individual children whose evaluation and assessment and initial IFSP had not been conducted.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 9 in the SPP.

Part C State Annual Performance Report (APR) for 2010**Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C / General Supervision**

Indicator 10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(1.1(b) + 1.1(c)) divided by 1.1] times 100.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 10			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint	100%	100%	100%

A	B	C
The number of signed written complaints with reports issued that were resolved within 60-day timeline	The number of signed written reports received	Percent of signed complaints reported received and resolved (A/ B =C)
1	1	100%

The actual target data are based on information recorded in the lead agency's complaint tracking log and as reported in Florida's 618 data on November 1, 2011.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida sustained its performance and met the target for Indicator 10. During FFY 2010-2011, one written signed complaint was received. The report for this complaint was issued within the required 60-day timeline, and there were findings of noncompliance as a result of this complaint. Corrective Actions for the findings were completed within one year and will be reported in Indicator 9 in the FFY 2011 APR.

Activities	Timelines	Resources	Status
Evaluate the timeliness and effectiveness of the dispute resolution system by analyzing complaints, due process hearing, and mediation requests received, timeliness of investigations, reports and other actions, and verification of correction of any compliance issues identified. Based on the results of this analysis, take actions as necessary to ensure that all timelines are met and compliance is corrected as soon as possible or, at least within one year of identification of the noncompliance.	February 2006 through 2013	Lead Agency, FICCIT, ES Continuous Improvement Workgroup	Timelines were met for the 2 formal dispute resolution requests received during FFY 2010-2011.
Report the status of complaints received monthly to the Lead Agency ES Management Team.	March 2006 through 2013	Lead Agency	Receipt of complaint reported at Bureau meeting.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 10 in the SPP.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 11: Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = $[(3.2(a) + 3.2(b)) \text{ divided by } 3.2] \text{ times } 100$.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 11			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 11: Percent of fully adjudicated due process hearing requests that were fully adjudicated within the applicable timeline	100%	No hearings	No hearings

The actual target data are based on information recorded in the lead agency's tracking log of due process hearing requests as reported in Table 4 of Florida's 618 data on November 1, 2011.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

During FFY 2010-2011, there were no requests for a due process hearing.

Activities	Timelines	Resources	Status
Evaluate the timeliness and effectiveness of the dispute resolution system by analyzing complaints, due process hearing, and mediation requests received, timeliness of investigations, reports and other actions, and verification of correction of any compliance issues identified. Based on the results of this analysis, take actions as necessary to ensure that all timelines are met and compliance is corrected as soon as possible or, at least within one year of identification of the noncompliance.	February 2006 through 2013	Lead Agency, FICCIT, ES Continuous Improvement Workgroup	Timelines were met for the 2 formal dispute resolution requests received during FFY 2010-2011.
Report the status of due process hearing requests received monthly to the Lead Agency ES Management Team.	March 2006 through 2013	Lead Agency	No hearing requests were received in FFY 2010-2011

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 11 in the SPP.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 12: Percent of hearing requests that went to resolution sessions that were resolved through resolution session settlement agreements (applicable if Part B due process procedures are adopted).

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = (3.1(a) divided by 3.1) times 100.

This indicator is not applicable to Florida, as the Part B due process procedures have not been adopted.

Part C State Annual Performance Report (APR) for 2010

Overview of the Annual Performance Report Development:

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 13: Percent of mediations held that resulted in mediation agreements.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement:

Percent = [(2.1(a)(i) + 2.1(b)(i)) divided by 2.1] times 100.

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 13			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 13: Percent of mediations that resulted in mediation agreements	NA	0%	0%

A	B	C
The number of mediation agreements	The number of mediations held	Percent of total number of mediations that resulted in mediation agreements (A/ B =C)
0	1	0%

The actual target data are based on information recorded in the lead agency's mediation tracking log and as reported in Table 4 of Florida's 618 data on November 1, 2011.

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida did not make progress for Indicator 13. Florida received one request for mediation during FFY 2010-2011. The parties to the mediation session were not able to reach agreement and therefore, the session did not result in a mediation agreement. This dispute was later resolved during a subsequent IFSP meeting.

APR Template – Part C (4)

FLORIDA
State

Activities	Timelines	Resources	Status
Evaluate the timeliness and effectiveness of the dispute resolution system by analyzing complaints, due process hearing, and mediation requests received, timeliness of investigations, reports and other actions, and verification of correction of any compliance issues identified. Based on the results of this analysis, take actions as necessary to ensure that all timelines are met and compliance is corrected as soon as possible or, at least within one year of identification of the noncompliance.	February 2006 through 2013	Lead Agency, FICCIT, ES Continuous Improvement Workgroup	Timelines were met for the 2 formal dispute resolution requests received during FFY 2010-2011.
Report the status of due process hearing requests monthly to the Lead Agency ES Management Team.	March 2006 through 2013	Lead Agency, FICCIT	Receipt of mediation request reported at Bureau meeting.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 13 in the SPP.

Part C State Annual Performance Report (APR) for 2010**Overview of the Annual Performance Report Development:****Monitoring Priority: Effective General Supervision Part C / General Supervision**

Indicator 14: State reported data (618 and State Performance Plan and Annual Performance Report) are timely and accurate.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Actual Target Data for FFY 2010 – 2011:

REPORT OF PROGRESS - INDICATOR 14			
	Measurable and Rigorous Target 2010 - 2011	Actual Target Data 2009 - 2010	Actual Target Data 2010 - 2011
Indicator 14: State reported data are timely and accurate	100%	100%	100%

The actual target data are derived from the SPP/APR package Indicator 14 data rubric, which is copied below.

2010 SPP/APR Data - Indicator 14			
APR Indicator	Valid and Reliable	Correct Calculation	Total
1	1	1	2
2	1	1	2
3	1	1	2
4	1	1	2
5	1	1	2
6	1	1	2
7	1	1	2
8a	1	1	2
8b	1	1	2
8c	1	1	2
9	1	1	2
10	1	1	2
11	1	1	2
12	1	1	2
13	1	1	2

APR Template – Part C (4)

FLORIDA
State

		Subtotal	30
APR Score Calculation	Timely Submission Points - If the FFY 2010 APR was submitted on-time, place the number 5 in the cell on the right.		5
	Grand Total - (Sum of subtotal and Timely Submission Points) =		35

618 Data - Indicator 14					
Table	Timely	Complete Data	Passed Edit Check	Responded to Data Note Requests	Total
Table 1 - Child Count Due Date: 2/2/11	1	1	1	N/A	3
Table 2 - Program Settings Due Date: 2/2/11	1	1	1	1	4
Table 3 - Exiting Due Date: 11/2/11	1	1	1	N/A	3
Table 4 - Dispute Resolution Due Date: 11/2/11	1	1	1	N/A	3
				Subtotal	13
618 Score Calculation			Grand Total (Subtotal X 2.5) =		32.5

Indicator #14 Calculation	
A. APR Grand Total	35.00
B. 618 Grand Total	32.50
C. APR Grand Total (A) + 618 Grand Total (B) =	67.50
Total NA in APR	0.00
Total NA in 618	2.50
Base	67.50
D. Subtotal (C divided by Base*) =	1.000
E. Indicator Score (Subtotal D x 100) =	100.0

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2010 – 2011:

Florida maintained its performance and met the target for Indicator 14. Key factors impacting performance were technical assistance from OSEP and TA partners through national conferences, webinars, and state specific consultation; and participation in the Infant Toddler Coordinators Association Data Committee.

Activities	Timelines	Resources	Status
Add additional QA measures to verify specific data entry for each child. For identified data element which is critical to IDEA, Part C compliance, local ES Programs will be required to submit the results of a review of a specified number of child records. Any local ES Program found to be out of compliance with data entry requirements will be required to implement strategies for correction as soon as possible, but no later than within one year of identification.	July 2006 through 2013	Lead Agency, local ES Programs	Annual QA Monitoring was completed November 2011. No findings of non-compliance were issued.
The lead agency will provide training to LESs on the enhanced Early Steps Data System collection and reporting features.	July 2013	Lead Agency	Training provided for phases 1,2, and 3 prior to implementation.

Revisions, with Justification, to Proposed Targets / Improvement Activities / Timelines / Resources for FFY 2010 – 2011:

No changes are being made to the Improvement Activities for Indicator 14 in the SPP.